

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Information Technology Manager	Job Family: 2
General Classification: Management	Job Grade: 43

Definition: This position is responsible for developing and implementing a City-wide strategic technology plan; providing organization-wide leadership and advice on technology issues and decisions; coordinating and implementing information technology (IT) efforts with department heads and staff; and communicating the direction, role and appropriate application of technology within the City.

Distinguishing Characteristics: Reporting to the Finance and Administrative Services Director or Assistant Finance and Administrative Services Director in the absence of the Director, this position is responsible for providing leadership and oversight in the planning, coordination, development and implementation/delivery of appropriate technologies and support services to all departments. The City contracts with an information services management firm to provide skilled staff and expertise for ongoing support, maintenance and development of the City's technology infrastructure. This position will serve as the contract administrator overseeing and coordinating the activities of the outsourced IT service provider. He/she will also have responsibilities in developing, recommending and managing the annual IT operating budget and monitoring IT-related capital projects.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Develop and gain consensus on a City-wide technology plan and strategic IT direction following consultation with all department heads and senior staff, assessment of existing technology infrastructure and existing technical support model. Update the plan as technology and other changes require.
2. Recommend long- and short-range technology budgets and acquisitions as well as alternative solutions to proposed applications as appropriate.
3. Provide leadership and advice to the departments considering IT projects, applications and other tools and devices intended to improve operations.
4. Maintain familiarity with developing technologies and their appropriate application to meet the needs of the City.
5. Develop and implement policies and programs that support the coordination and growth of an integrated, contemporary and cost-effective technology infrastructure and technical support organization.

Position Title: Information Technology Manager

Page 2

6. Review and advise on purchases of hardware, software and technology components and devices.
7. Improve the availability, user and technical staff training and education opportunities.
8. Oversee contract with outsourced IT service provider and coordinate activities cooperatively. Resolve periodic issues between departments and IT cooperatively.
9. Recommend the annual IT budget and IT capital development/investment projects.
10. Manage the annual IT operating and capital budgets.
11. Provide recommendations and advice on IT issues as they arise.
12. Monitor City web site and ongoing development.
13. Participate in community and group meetings.
14. Maintain close communications and positive relations with department heads and other staff throughout the City.
15. Prepare and present written and oral presentations at internal and external meetings, including City Council meetings.
16. Liaison with the Council Technology Committee.
17. Represent the City of Mountain View at external meetings and IT associations.
18. Other duties as assigned.

Minimum Qualifications:

Knowledge of: Effective leadership and management principles and practices; current and developing technologies and their appropriate application and use; telecommunications applications in various situations; approaches to network and data security; contracts and contract negotiations; principles of IT management and standard IT practices; exposure to business process analysis or reengineering and appropriate application of technology as a solution to operating/process issues; project management concepts and tools; team building and developing effective customer service.

Ability to: Provide leadership and advice on technology decisions and directions; conceive, express and promote a "vision" and strategic direction for technology

decision making; conceptualize, evaluate and implement information technology strategies, plans and priorities for an effective City-wide information technology program; collaborate and communicate with operating department staff at all levels. Speak and write effectively and deliver effective presentations; maintain professional composure at all times; develop and maintain positive professional working relationships with colleagues and coworkers; create and maintain positive staff moral and office environment; exercise good judgment and make sound, competent and thoughtful recommendations and decisions; work effectively and build a team environment; promote and advocate exceptional customer service; work with short deadlines, occasional stress and unusual or additional hours as necessary.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Equivalent to a graduate degree from an accredited college or university with major or substantial course work in a field related to information systems, technology management, industrial engineering or other academic area related to job responsibilities. A minimum of five years experience in private or public-sector position(s) evidencing the ability to assume and successfully perform the responsibilities of the IT Manager. Experience in strategic planning and implementation of information systems/technology is highly desirable.

Established April 23, 2007

Revised May 10, 2007

CLASS SPECS

CS272-M^